



Transportation, Storage, and Distribution Managers

Table of Contents *(scroll or use links below to navigate document)*

Job Overview

Typical Tasks

Skills, Knowledge, and Abilities

Work Environment

Job Outlook and Wages

Trends

Training

Where Do I Find the Job?

Where Can the Job Lead?

Other Sources



View Career Video

Job Overview

Transportation, Storage, and Distribution Managers plan, direct, and coordinate the transportation, storage, and distribution activities of large organizations. These highly-skilled workers may be first-line managers who work directly with the employees they supervise, or may be higher up in the firm's management structure, working as a middle manager. The more responsibility a manager is given, the greater demands upon his or her skills as a coach and motivator.

In general, the larger the firm, the more likely the Transportation, Storage, and Distribution Manager will oversee a staff of first-line supervisors and managers, who in turn directly supervise the trucking, warehousing, and storage crews.

No matter the size of the firm or the level of responsibility, managers interact with a wide variety of people, including laborers, vendors, sales personnel, and upper management or firm owners.

Alternate Titles for Transportation Managers: Dispatcher, Train Master, Freight Coordinator, Fleet Manager, Traffic Manager, Train Operations Manager, Transportation Supervisor.

Alternate Titles for Storage and Distribution Managers: Warehouse Manager, Distribution Manager, Logistics Manager, Shipping Manager, Cold Storage Supervisor, Customer Service Manager, Load Out Supervisor, Shipping Supervisor, Stores Supervisor, Warehouse Operations Manager.

Typical Tasks

Transportation Managers

- ➔ Direct activities related to dispatching, routing, and tracking transportation vehicles, such as aircraft and railroad cars.
- ➔ Plan, organize, and manage the work of subordinate staff to ensure that the work is accomplished in a manner consistent with organizational requirements.
- ➔ Direct investigations to verify and resolve customer or shipper complaints.
- ➔ Serve as contact person for all workers within assigned territories.
- ➔ Implement schedule and policy changes.
- ➔ Collaborate with other managers and staff members in order to formulate and implement policies, procedures, goals, and objectives.

Transportation, Storage, and Distribution Managers

- ➔ Monitor operations to ensure that staff members comply with administrative policies and procedures, safety rules, union contracts, and government regulations.
- ➔ Promote safe work activities by conducting safety audits, attending company safety meetings, and meeting with individual staff members.
- ➔ Develop criteria, application instructions, procedural manuals, and contracts for federal and state public transportation programs.
- ➔ Monitor spending to ensure that expenses are consistent with approved budgets.

Storage and Distribution Managers

- ➔ Supervise the activities of workers engaged in receiving, storing, testing, and shipping products or materials.
- ➔ Plan, develop, and implement warehouse safety and security programs and activities.
- ➔ Review invoices, work orders, consumption reports, and demand forecasts in order to estimate peak delivery periods and to issue work assignments.
- ➔ Schedule and monitor air or surface pickup, delivery, or distribution of products or materials.
- ➔ Interview, select, and train warehouse and supervisory personnel.
- ➔ Confer with department heads of production, sales, records control, and purchasing to coordinate warehouse activities.
- ➔ Respond to customers' or shippers' questions and complaints regarding storage and distribution services.
- ➔ Inspect physical conditions of warehouses, vehicle fleets and equipment, and order testing, maintenance, repair, or replacement as necessary.
- ➔ Develop and document standard and emergency operating procedures for receiving, handling, storing, shipping, or salvaging products or materials.
- ➔ Examine products or materials in order to estimate quantities or weight and type of container required for storage or transport.

*Detailed descriptions of these occupations may be found in the Occupational Information Network (O*NET) at online.onetcenter.org.*

Important Skills, Knowledge, and Abilities

- ➔ Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.
- ➔ Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- ➔ Time Management — Managing one's own time and the time of others.
- ➔ Speaking — Talking to others to convey information effectively.
- ➔ Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- ➔ Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- ➔ Coordination — Adjusting actions in relation to others' actions.
- ➔ Transportation — Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.

Transportation, Storage, and Distribution Managers

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Expression and Comprehension — The ability to communicate information and ideas in writing so others will understand, as well as to read and understand information and ideas presented in writing.

Work Environment

Managers in Transportation companies can experience a variety of workplace conditions. Most often, they have an office space that they may share with other managers or staff. However, they frequently walk out to the yard to talk to truck drivers and other employees. These workers have direct involvement with the staff they supervise, and put into action directives from upper management.

Managers in distribution facilities have similar workspaces. Their offices are frequently near the warehouse or factory floor. Sometimes these offices are shared with other managers or workers, and are more like work stations than actual offices. Frequently, as with Managers in Transportation operations, these managers/supervisors are working among the work crew they oversee.

When Managers do spend time in their offices, they enjoy heated and air-conditioned work spaces. The warehouse, truck yard, or factory floor is frequently hot or cold, and often noisy. If they are out in the yard, they can encounter a wide variety of temperatures and weather conditions. There is the danger of being hurt by moving vehicles and falling boxes or equipment. Strict adherence to safe work practices can reduce the risk to workers.

California's Job Outlook and Wages

The California Outlook and Wage table below represents the occupation across all industries.

Standard Occupational Classification	Estimated Number of Workers 2004	Estimated Number of Workers 2014	Average Annual Openings	2006 Wage Range (per hour)
Transportation, Storage, and Distribution Managers				
11-3071	10,400	12,300	390	\$27.64 to \$44.79

Wages do not reflect self-employment.

Average annual openings include new jobs plus net replacements.

Source: www.labormarketinfo.edd.ca.gov, Employment Projections by Occupation and OES Employment & Wages by Occupation, Labor Market Information Division, Employment Development Department.

Transportation, Storage, and Distribution Managers

Trends

Employment for Transportation, Storage, and Distribution Managers will grow at a faster rate than all other occupations in California through 2014. An estimated 2,000 additional job opportunities will be created by workers who quit, retire, or leave the occupation for other reasons during the projected period.

Training/Requirements/Apprenticeships

There is no formal job training or educational path applicants need to pursue to become Transportation, Storage, and Distribution Managers. Employers do prefer applicants have a high school diploma. Some require an associate, bachelor, or master's degree in business administration.

Higher-level management positions may require excellent written and verbal communications skills. In addition, positions often require computer and presentation skills. A positive 'can-do' attitude is a definite asset to meet deadlines. Since these Managers work with a wide range of people, top-notch people skills are a must as well.

Two or more years of experience in the logistics industry is the primary qualification employers like to see in a job candidate for a lower-level position. Five to eight or more years of increasing responsibility and success is typically what employers are looking for when hiring mid-management positions.

Recommended High School Course Work

Business courses, in addition to a general course of instruction, are helpful to prospective managers. If a prospective manager is aiming for a middle-management position (or higher), college preparatory courses are a smart choice.

Where Do I Find the Job?

Direct application to employers remains one of the most effective job search methods.

Use the *Search for Employers by Industry* feature on the *Career Center* page at www.labormarketinfo.edd.ca.gov to locate employers in your area. Search under the following industry names to get a list of private firms and their addresses:

- | | |
|--|--|
| ➤ Freight Transportation Arrangement | ➤ Line-Haul Railroads |
| ➤ Fruit & Vegetable Merchant Wholesalers | ➤ Offices of Other Holding Companies |
| ➤ General Freight Trucking, Local | ➤ Other Grocery Product Merchant Whsle |
| ➤ General Line Grocery Merchant Whsle | ➤ Other Specialized Trucking, Local |
| ➤ General Warehousing and Storage | ➤ Used Household & Office Goods Moving |

Search these **yellow page** headings for listings of private firms:

- | | |
|---------------------------------------|--------------------------------|
| ➤ Air Cargo & Package Express Service | ➤ Lumber-Wholesale |
| ➤ Courier & Delivery Service | ➤ Trucking |
| ➤ Delivery Service | ➤ Warehouses-Public-Commercial |
| ➤ Grocers & Markets - Wholesale | |

Transportation, Storage, and Distribution Managers

Where Can the Job Lead?

Opportunities may exist for promotion to senior management positions for the experienced Transportation, Storage, and Distribution Manager.

Related Occupations

First-Line Supervisors/Managers of Office and Administrative Support Workers
First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand (see Logistics Profile)
First-Line Supervisors/Managers of Transportation and Material-Moving Machine and Vehicle Operators (see Logistics Profile)
Industrial Production Managers
Management Analysts
Mates- Ship, Boat, and Barge (see Logistics Profile)
Public Transportation Inspectors (see Logistics Profile)
Purchasing Managers
Railroad Conductors and Yardmasters (see Logistics Profile)

Other Sources

Material Handling Equipment Distributors Association
www.mheda.org

Distribution Business Management Association
www.dcenter.com

Distribution Management Association of Southern California
www.dmasocal.org

International Transportation Management Association
www.itma-houston.org

Council of Supply Chain Management Professionals
www.cscmp.org

Transportation Intermediaries Association
www.tianet.org

